

BUDGET

A consumer went on the budget payment plan for the first time at \$150/month. When the budget plan began, the consumer was delinquent by \$600. The company rolled this in with the budget plan and the consumer was paying \$200/month. After three months, the consumer paid only \$150, requesting this to be applied to the budget amount. The next month the consumer again paid only \$150 with the same request.

The company sent a disconnection notice. In the meantime, the consumer's usage had decreased, and the recalculated budget amount had gone down to \$100/month; the new budget amount won't apply until after the disconnection window closes.

1. How should the consumer's payments for months 3 and 4 be applied to the account?
2. What is the amount of the notice?
3. What options are available to the consumer regarding the pending disconnection?

Q1. How should the consumer's payments for months 3 and 4 be applied to the account?

A1. Per the customer's request they should be applied to the budget payments

Q2. What is the amount of the notice?

A2. The consumer should be current on the budget; the notice should be for what remains on the arrearage, \$450.00. The utility can consider this a broken PA and require half (\$225.00)

Q3. What options are available to the consumer regarding the pending disconnection?

A3. Pay the delinquency amount on the notice; if the utility agrees, pay ½ the notice amount and make an arrangement on the rest; use a med note if applicable.